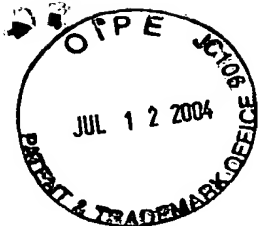


**AMENDMENTS TO THE DRAWINGS**

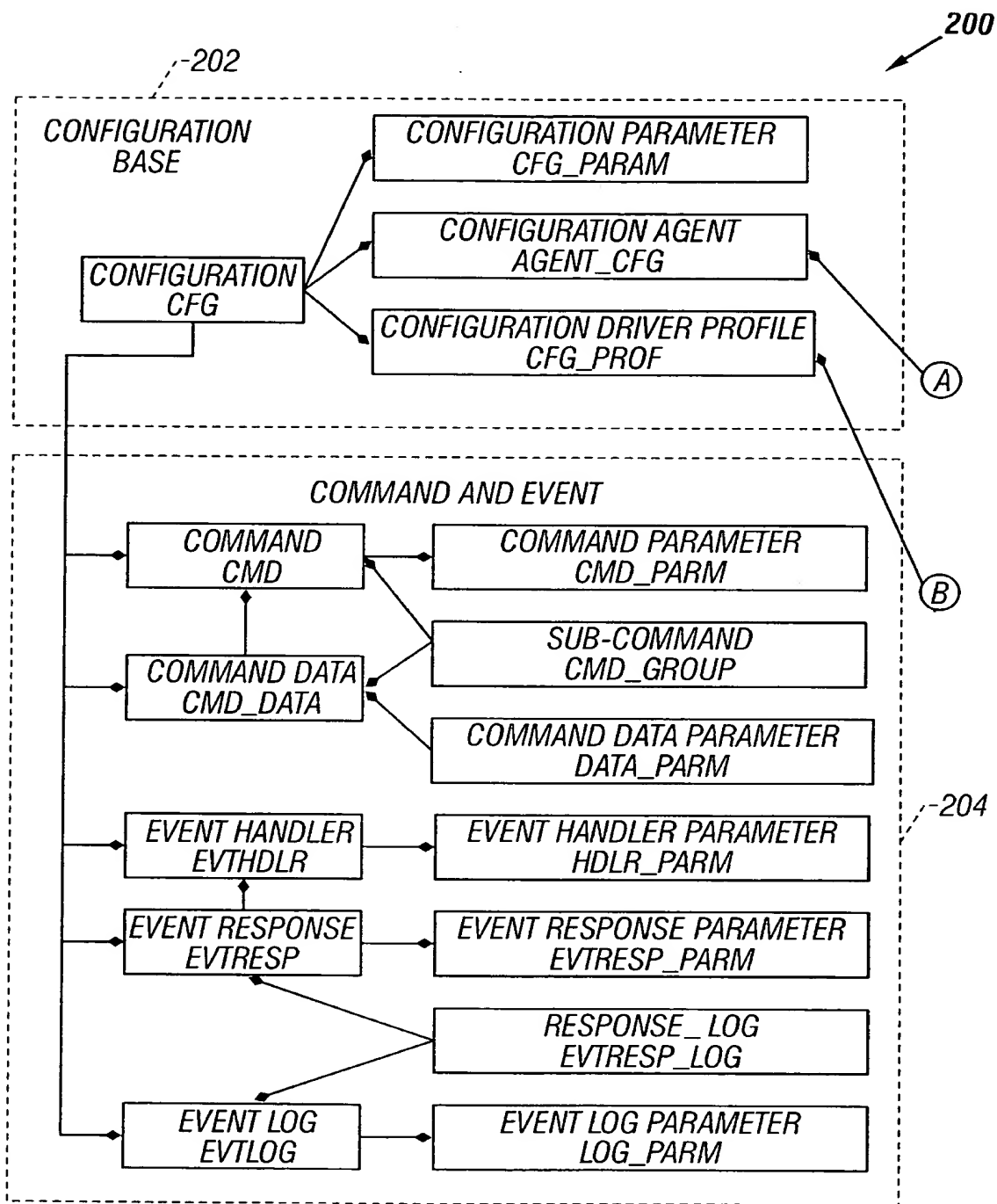
The attached sheets of drawings include changes to Figs. 2, 4I, 4J, 4K and 5. These sheets replace the original sheets including Figs. 2, 4I, 4J, 4K, 4L and 5. Figs. 2, 4I, 4J, 4K and 5 have been amended to conform more clearly with their corresponding detailed descriptions and to correct inconsistencies.

Attachment: Replacement Drawing Sheets (5 sheets)

Annotated Drawing Sheets Showing Changes (6 sheets)



REPLACEMENT SHEET





REPLACEMENT SHEET

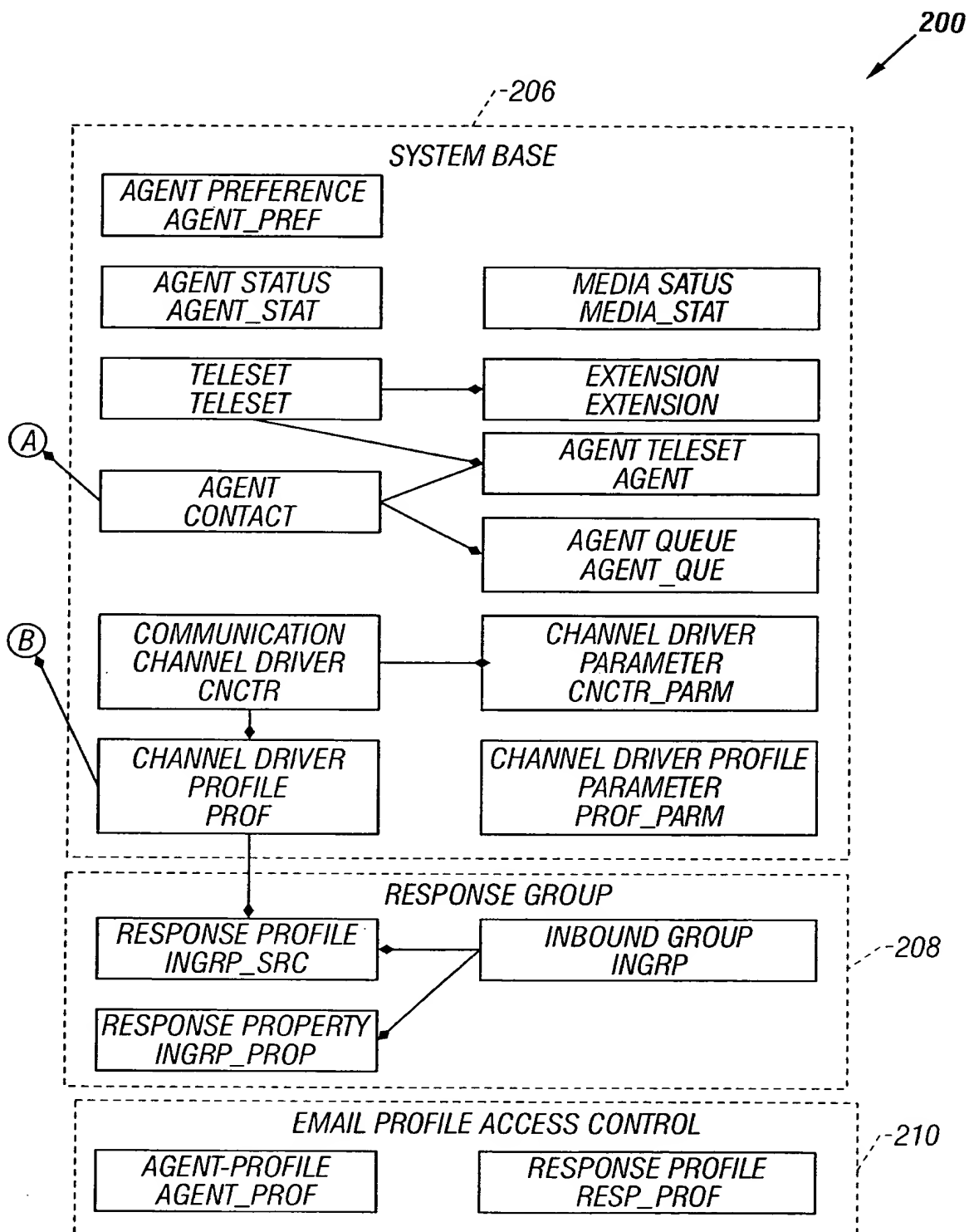


FIG. 2-2

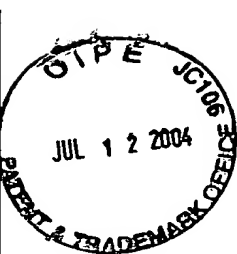


Attorney Docket No.: SBL0002US  
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Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing

REPLACEMENT SHEET

FIG. 4I: TABLE UQ\_ROUTE\_STS

Column Name	Type	Length	Comments
ROUTE_ID	Varchar	75	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandoned requests
AVG_ABANDONING_TM	Number	10	
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_USER_PCT	Number	10	Percentage of available agents
AUX_WORK_USER_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agents if each agent handles only one work item
TOTAL_NUM_UNASSIGNED_WORKITEM	Number		
TOTAL_NUM_DELIVERED_WORKITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_WORKITEM	Number		
Comments	Varchar	250	



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REPLACEMENT SHEET

FIG. 4J: TABLE UQ\_MEDIA\_STS

Column Name	Type	Length	Comments
MEDIA_TYPE_CD	Varchar	30	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandoned requests
AVG_ABANDONING_TM	Number	10	
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_AGENT_PCT	Number	10	Percentage of available agents
AUX_WORK_AGENT_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agents if each agent handles only one work item
TOTAL_NUM_UNASSIGNED_WO RKITEM	Number		
TOTAL_NUM_DELIVERED_WOR KITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_ WORKITEM	Number		
Comments	Varchar	250	



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REPLACEMENT SHEET

FIG. 4K: TABLE UQ\_AGENT\_STS

Column Name	Type	Length	Comments
AGENT ID	Varchar	15	
START_TS	Date Time	7	
END_TS	Date Time	7	
CONTACT ID	Varchar	15	
AVAIL_PCT	Number		Percentage available
BUSY_PCT	Number		Percentage busy
AUX_WORK_PCT	Number		Percentage auxwork
NUM_COMM_ITEM_SRVD	Number		Number of work items served
Comments	Varchar	250	

FIG. 4L: TABLE UQ\_ERR\_LOG

Column Name	Type	Length	Comments
Name	Date Time	7	
TYPE_CD	Varchar	30	Either alarm or error
Severity	Varchar	30	
ERROR_CODE	Varchar	10	Alarm code or error code
MSG_DESC	Varchar	250	Template for message



REPLACEMENT SHEET

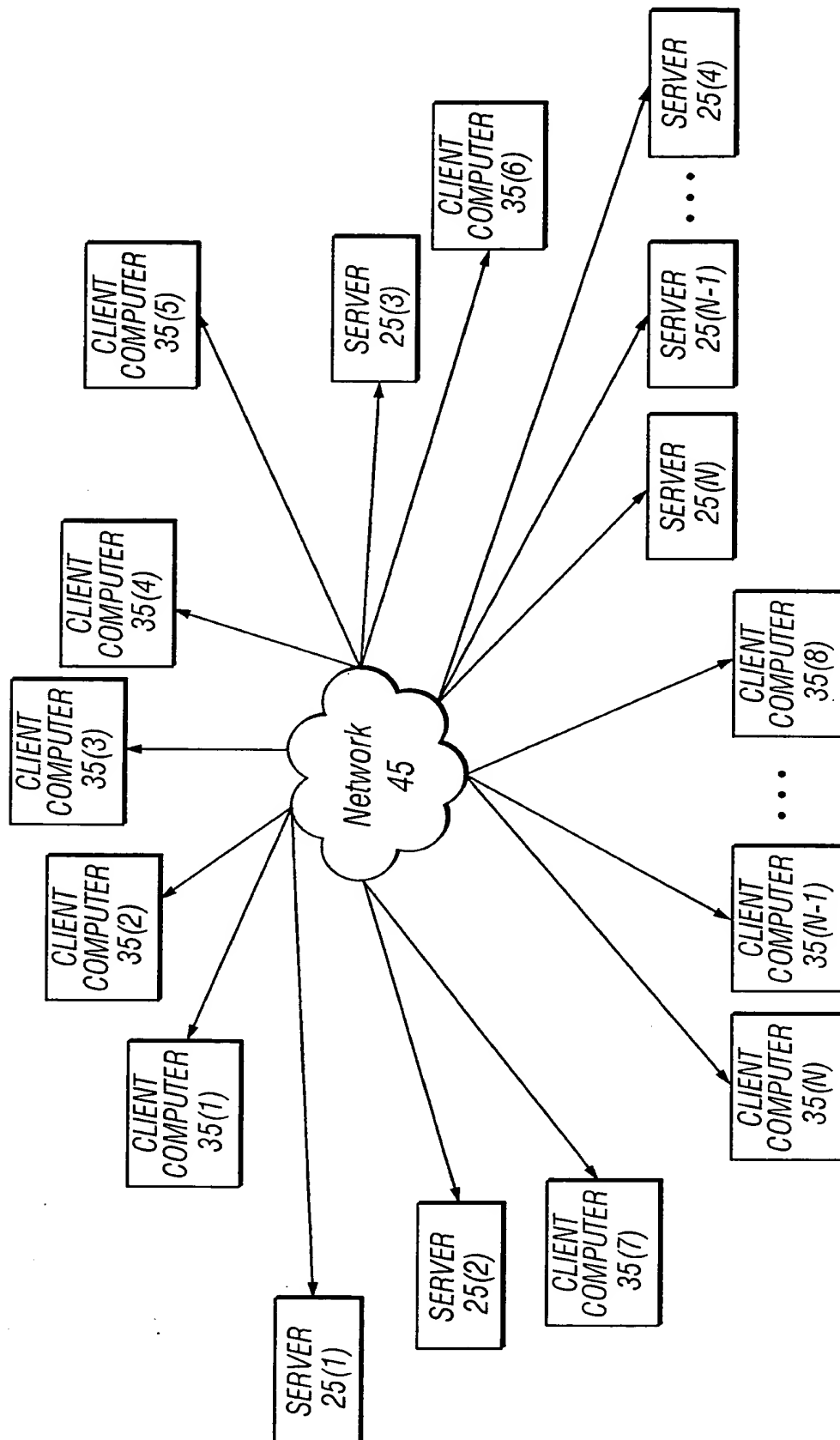


FIG. 5